



DEV Project Employer Training **DEPENDENT VERIFICATION PROGRAM OVERVIEW**



Agenda



- » What is a Dependent Eligibility Verification?
- » Why CalPERS is conducting this project?
- » Who is HMS?
- » Process timeline
- » Overview of anticipated project results
- » Project Phases
- » How the Process Works



What is a Dependent Eligibility Verification?



- » A mainstream practice for organizations/employers of all sizes – both public and private
- » Purpose: To review all dependents enrolled on health plans to validate them as eligible for coverage
- » Review is based on plan guidelines using appropriate documentation



Why Is CalPERS Conducting this Project?



- » To ensure that employers and members spend health care dollars on eligible participants only
- » To help control health care costs
- » To assist in preserving benefits and ensuring sustainability



Who is HMS?



- » HMS is an independent company that specializes in verifying health plan eligibility.
- » HMS's clients include some of the largest employers in the United States.
- » HMS has performed more than 800 verifications covering more than 3.3 million dependents.
- » HMS will work with CalPERS employers to ensure an employee-friendly verification process.

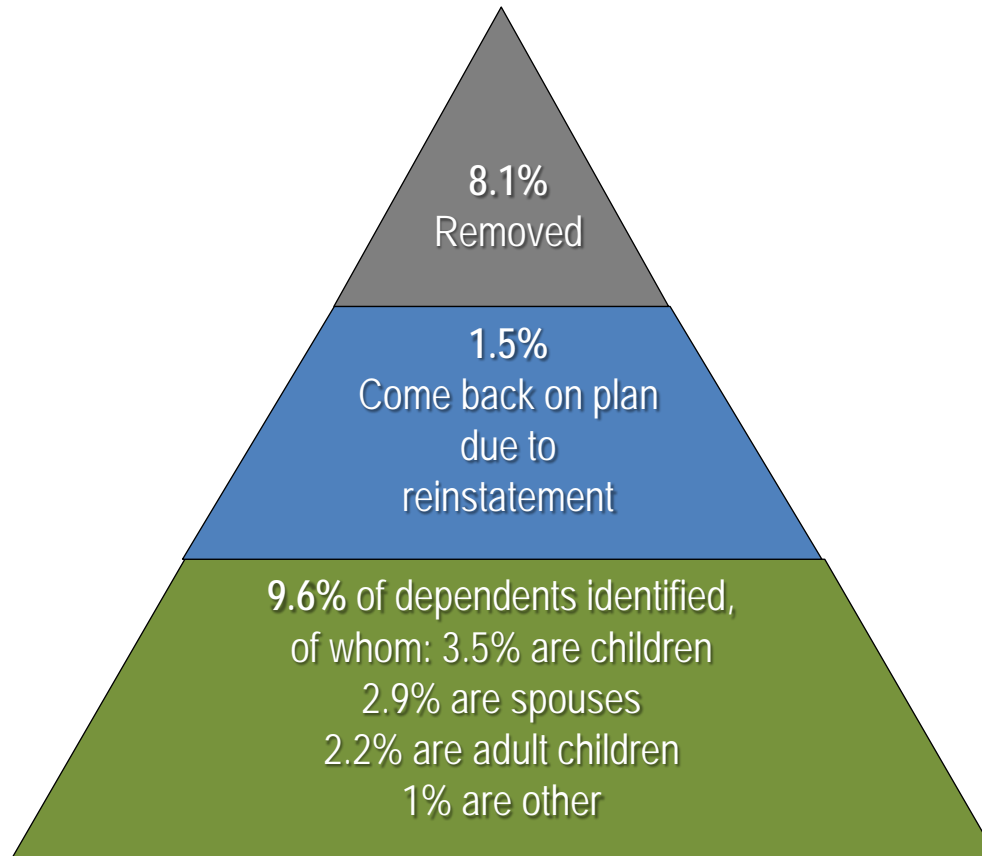


Process Timeline



- » The Amnesty Phase of CalPERS DEV project will end on June 30, 2013.
- » Following the Amnesty Phase, HMS will begin the Verification Phase. The first cycle will be in July 2013, and will continue for 10 total cycles ending in mid-2015.
 - » 10th cycle would be a “catch-up” cycle to roll in any new dependents coming onto the plan after the initial cycles have been completed.

Overview of Anticipated Project Results





Project Phases



- » **Planning Phase:** Helps you prepare for your upcoming verification cycle
- » **Amnesty Phase:** Precedes the project start and allows subscribers to remove ineligible dependents from the plan on a prospective (future) basis
- » **Verification Phase:** Requires that subscribers provide specific documentation to validate their covered dependents as eligible to remain on the plan
- » **Grace Period:** An "unpublished" period during which non-complete subscribers can continue to submit documentation
- » **Reinstatement Period:** Period during which any subscriber who has a dependent removed for non-compliance can file a request with HMS, submit proper documentation, and have coverage reinstated

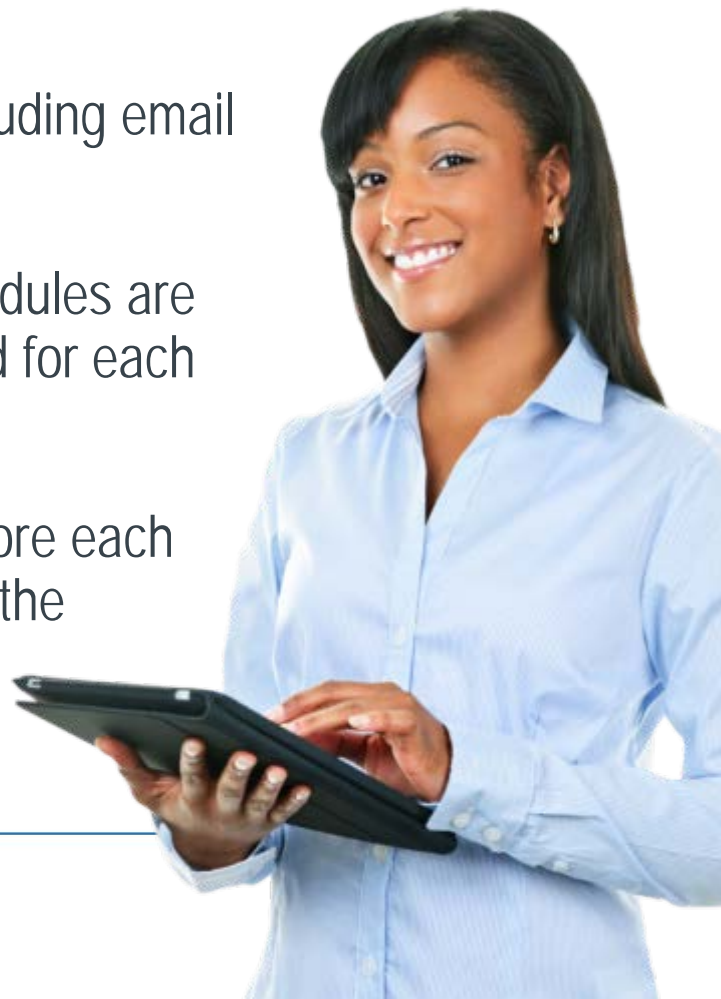




Process – Planning Phase



- » CalPERS provides HMS with data file of which employers will be included in the upcoming verification cycle.
- » Employers update HBO contact information, including email addresses, in my|CalPERS.
- » HMS ensures communications and training schedules are finalized and administrative accounts are created for each employer on www.VerifyOS.com.
- » HMS will conduct another round of webinars before each verification cycle to include specific timelines for the employers included in that cycle.





Process – Verification Phase



Requires those subscribers with dependents to provide proof of eligibility

Two verification letters will be mailed to subscribers who have enrolled dependents:

- » **Letter 1:** A customized letter that lists the subscriber's dependents on the plan, the rules for eligibility, and the documentation the subscriber is required to submit. This letter includes Frequently Asked Questions (FAQs) and a postage paid Business Reply Envelope.
- » **Letter 2:** A follow-up letter (in the same format as Letter 1) to be sent to those who have not responded to remind them of the upcoming deadline. This letter will be sent approximately halfway through the Verification Phase.



Process – Verification Phase



- » Documentation may include copies of:
 - » Marriage certificate
 - » Birth certificate(s)
 - » Front page of 2012 federal or state tax return
 - » A document dated within the last 60 days showing current relationship status, such as a recurring household bill or statement of account.

- » Documentation may be uploaded directly to HMS via the secure website (www.VerifyOS.com).





Process – Verification Phase



During this phase it's important to provide outbound communication.

- » **Confirmation Postcard:** If the subscriber is in full compliance, a confirmation postcard will be sent.
- » **Custom Response Letter:** For incomplete submissions, a customized response letter will be sent. This letter will highlight the areas of non-compliance and request that the subscriber provide additional information.



Process – Grace Period

- » An unpublished period of time after the verification deadline. The Grace Period is not communicated to subscribers in the verification letters.
- » A final notice letter will be sent to any subscriber who has not completed their file as of the verification deadline.
- » This letter informs of the last chance to submit documents to verify dependents before they are removed from coverage for non-compliance.





Process – Transition to Reinstatement Period



- » Any dependent not verified by HMS at the time of the Grace Period deadline will be terminated and recommended for removal from coverage.
- » HMS will notify employers (via email) when system updates are complete so employers can log on to www.VerifyOS.com and view their organization's Ineligible Dependents Report.
- » Employers should process terminations in a timely manner so HMS can facilitate the Reinstatement Period for affected employees.



Process – Reinstatement Period



- » This period is the final opportunity for employees to submit documentation for dependents removed from coverage.
- » Employees can file a request to HMS and submit proper documentation during this time so that coverage may be reinstated.
- » Reinstatement Period will last 30 days after the Grace Period has concluded.
 - » It is important to complete terminations in a timely manner.



Process – Post-Reinstatement Transition Period



- » After the Reinstatement Period has ended, HMS will notify employers via email to log on to www.VerifyOS.com to view their organization's Reinstatement Report.
- » Any dependents appearing on this report were previously reported as ineligible, but the appropriate documentation was submitted during the Reinstatement Period to prove eligibility.
- » After the Reinstatement Period has ended, HMS will direct any active employee communication, including questions or concerns, back to the employer.



What is Your Role in This Process?



- » Update current HBO contact information (email address) in my|CalPERS, as HMS will use this information to contact you directly during your verification cycle.
- » Be informed of what is happening and why – be aware of the process and timeline so that you may respond to general employee inquiries.
- » Do not provide forms or copies from personnel files. This is an independent project and each subscriber is responsible for providing the required documents.
- » Be a positive supporter!
- » Be prepared to refer all specific questions regarding subscriber's dependent(s) directly to HMS.
- » *Don't offer any exceptions or extensions.*



How Can You Best Support the Process?



- » Encourage subscribers to update their contact information in my|CalPERS.
- » Remind subscribers to carefully read the letters they receive from HMS (as they contain important deadlines that can impact their dependents' coverage) and to submit documentation in a timely manner.
- » Offer guidance on the timeline and the best ways to provide the required documentation to HMS.
- » Be familiar with the process and the FAQs.
- » Refer questions to HMS.
- » *Please refer all subscribers to HMS to discuss their specific situations. HMS will point them to resources that can assist in obtaining the required documentation.*



Disenrollment Process



The new Dependent Eligibility Verification project reason codes:

- » **Code 326 (Amnesty Disenrollment)** – Used by employers through June 30, 2013 to disenroll dependents at the subscriber's request (built with prospective logic)
- » **Code 327 (Dependent Eligibility Verification)** – Used by employers from July 1, 2013 through June 30, 2015 to disenroll ineligible dependents based on verification findings (built with prospective logic)
- » **Code 173 (COBRA Dependent Eligibility Verification)** – Used by employers and CalPERS staff from the start of the Amnesty Period through June 30, 2015 to enroll in COBRA coverage individuals who were disenrolled through codes 326 and 327
- » *Important: Subscribers have the right to request an administrative review by writing to CalPERS within 90 days of loss of coverage. The administrative review process helps CalPERS determine if coverage should be reinstated.*





Custom Employee Website Features (VerifyOS.com)



- » Access to information 24/7
- » Look up status
- » Review FAQs
- » Review eligibility definitions
- » Review document requirements
- » Determine where to source missing documents
- » Upload documentation directly to HMS





Custom Employer Website Features (VerifyOS.com)



- » Access to information and program statistics 24/7
- » Look up employee status (individual or entire population)
- » Generate reports
 - » All Employee Status Reports
 - » Termination Reports
 - » Invalid Address Reports
 - » Reinstatement Reports



Website Access for Employers



VerifyOS

You can check your status, upload verification documents, and link to resources that will help you obtain the required documentation.

Participant Login

Reference Number ([Where do I find my Reference Number?](#))

Date of Birth


Month Day Year

[I lost my reference number](#)

LOGIN

ADMINISTRATIVE SYSTEM LOGIN

Secure Access (HMS will supply training presentations)



Verify OS

This login screen is only meant for administrators. All login attempts, IP addresses, and usage data are recorded for security reasons. If you need to check your status, upload verification documents, or find resources to locate documentation please use the [Participant Login](#)

Administrative System Login

Email Address

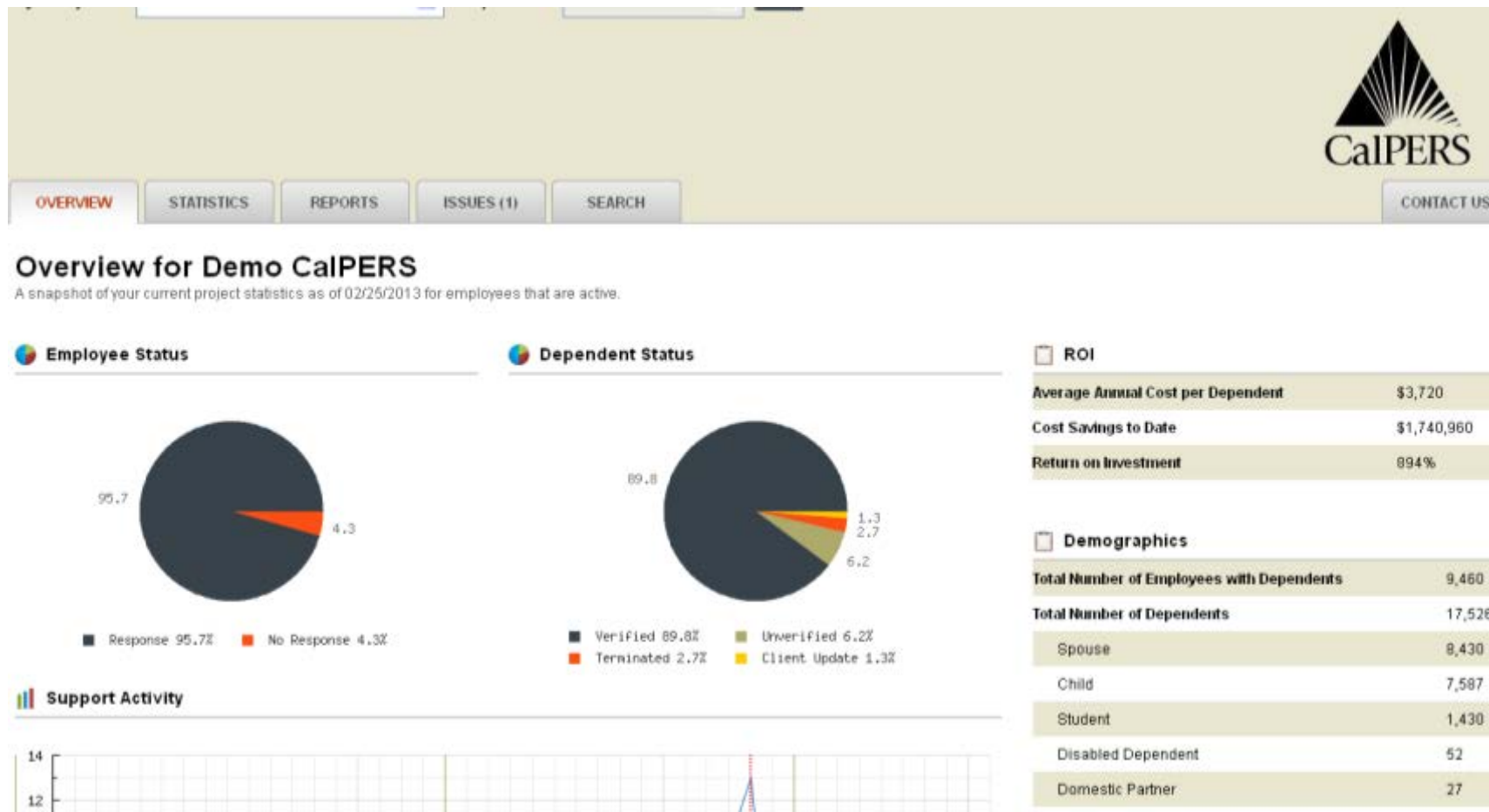
Password

☐ Remember My Email Address

[Forgot Password?](#) **LOGIN**

 Secure Login

How to Use VerifyOS.com (HMS will supply training presentations)





Questions?



DEVhelp@VerifyOS.com

Thank you!